

Plumbing On Tap Ltd



Contact Information

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Checkatrade Monitoring

Member Since: **11 November 2008**
Membership Number: **116004**

About this Tradesperson

Limited Company: **Registration no. 6058405**
Public Liability insurance: **Current - Verified on 22 July 2011**
Insured by: **This Insurance**
Accreditations: **RVM, Gas Safe Register**

VAT registered: **No. 920466732**
Cover Amount: **2,000,000**

Most Recent Customer Feedback

Plumbing, heating, gas reconnection etc

10 / 10

We have used their services several times. Efficient, knowledgeable, experiences and reasonable prices. Also office staff are helpful. We have recommended them to friends, acquaintances even to trade people. **Customer in Hove, 9 February 2012**

Repairing a circuit board on a boiler

7.8 / 10

The work and the plumber were fine, very polite and friendly. However, it is the service I received from the office based staff that I have a problem with. If you are going to operate a business in Brighton and Hove, which as a tourist city relies on providing excellent customer service (not to mention the many Telephone Customer Service Centres based within the city) you cannot treat residents with such apathy, boredom, disinterest, ignorance etc etc. "The Computer Says No..." is a comedy catch phrase and not intended as a company's mission statement.

Having good people out on the road dealing with customers is great, but don't forget in order to get the plumbers to you house, you need to deal with the booking office first. **Customer in Hove, 7 January 2012**

Reply from Trader: Due to a part being needed to fix a boiler not being in stock, this left the customer with no heating and hot water for a couple of days. What the customer hasn't mentioned in his feedback is that the office spent many hours trying to get a part in as soon as possible for him so he was not left for another week without heating and hot water. We also offered him free of charge use of our electric heaters. We managed to obtain the part after our initial visit on a Wednesday and got it specially couriered to us on a Friday afternoon. Our original delivery time from our suppliers was 7 days. The office team then ensured a member of staff worked an extra day to fit the part in the boiler on a Saturday, which is not a normal working day and is reserved for emergency call outs only. For this we also did not charge any extra and we feel we gave a very good level of service, as we do to all our customers.



New boiler installation at rented property.

10 / 10

During our holiday our tenant reported no heating or hot water. From Thailand we looked on Checkatrade.Com and watched Plumbing On Tap intro video. Very smart and professional company. Communicates through in depth emails with all the information and prices very clear. My tenant was extremely pleased with the fast and tidy response to the issue. Very trustworthy company and would strongly recommend. **Customer in Hove, 6 January 2012**

Repaired slow-filling toilet cistern

9.8 / 10

My appointment was booked for a one-hour slot of my choice and the office phoned, to check it would still be alright, when the plumbers were delayed at a previous job. When they came, they analysed the problem, went to buy the relevant parts and returned quickly to sort it out. They brought their own vacuum cleaner to ensure there would be no "stray" water during the work and cleaned up thoroughly afterwards. We were very satisfied with the result. **Customer in Hove, 4 December 2011**

New boiler after multiple breakdowns very tidy and excellent job.

10 / 10

I have used plumbing on tap for a few years and its been a very good relationship. Always done a good job and fair with their prices. Thank you. **Customer in Hove, 4 December 2011**

